

RESPONSIBLE GAMBLING

Parramatta Leagues Club aims to deliver gaming services in a safe, lawful and socially responsible manner, having regard to the potential harm that may be caused by gambling and the community concerns about the conduct of gambling providers. Directors respect privacy by intentionally not enquiring as to the names/ID of patrons but they do scrutinise processes to ensure any risks are addressed

The Club ensures that information and support is readily available for those who may need it and has established a robust [Responsible Conduct of Gambling](#) policy for Members and Staff to adhere to. The following measures have been put in place to help create a safe and supportive environment at the Club.

Voluntary Pre-Commitment

Members may choose to set a limit on their gaming spend.

By enrolling into the Club's Voluntary Pre-Commitment Program Members will be notified when they reach their pre-determined limit.

To find out more please visit Reception.

Self-Exclusion

Members may choose to exclude themselves from the gaming floor / entire premises for a period.

To self-exclude simply approach any staff Member and ask to be self-excluded.

3rd Party Exclusion

Family Members can notify the Club of a loved one who may be at risk of problem gambling.

The Club may then take appropriate action including providing access to counselling services and/or excluding the patron from the premises.

All matters are confidential and personal details will not be given to others without a Members prior consent.

Player Activity Statements available upon request

Members may request a Player Activity Statement free of charge by speaking to a Duty Manager or visiting Reception.

Responsible Conduct of Gambling Marshalls

Our RCG Marshalls are always available to provide information and support for patrons who may be experiencing problems.

Staff are trained to handle sensitive and confidential matters in order to provide a safe environment for patrons to receive assistance.

The Club maintains its compliance with all legislative requirements pertaining to RCG, and regularly conducts self-audits designed by Liquor & Gaming. Further, the Club is partnered with ClubSAFE Premium, the preferred responsible gambling program in NSW, which is used in over 950 Clubs state-wide. It is based on a Multi-Venue Self-Exclusion Program (MVSE), designed to assist people with a gambling problem to self-exclude from multiple venues around where they live, work and socialise.

The Club is also a member of the National Association for Gambling Studies Inc. (NAGS) which aims to promote discussion and research into all areas of gambling activity. It's membership base includes representatives from the industry, treatment agencies, academics, regulators and gamblers themselves.

For any queries regarding the Club's Responsible Conduct of Gambling policy and procedures, please contact us directly:

PHONE:

+61 2 8833 0726

LETTER:

c/o CEO
Parra Leagues
1 Eels Place
Parramatta
NSW, 2150

ONLINE:

[Enquiry Form](#)

Help is close at hand
GAMBLEAWARE
gambleaware.nsw.gov.au
1800 858 858

Player Activity Statements are available upon request

